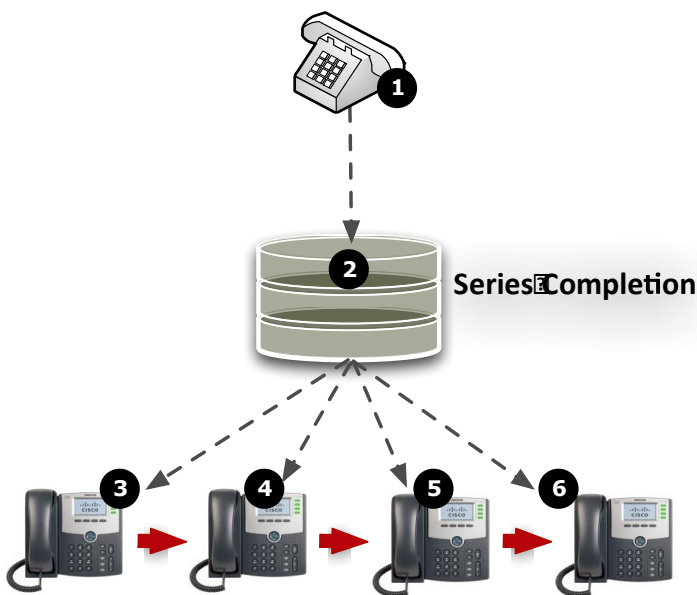


Feature Overview

Sharing phone lines across users is a common practice, especially in traditional Key System environments. This is often put in place in rollover environment to allow calls to get through if the main number is busy. Also, in offices where users only have extensions provided by the Key System, sharing lines allows for a more efficient purchasing model. The key requirement to make this work effectively in most environments is to employ a Hunt group series provided by the phone provider.

The VoiceStream PBX Hosted POTS product is designed to replace POTS lines that are wired directly to phones, or into Key systems. Every site turned up with Hosted POTS stations includes Series completion at no additional charge, providing all the benefits of the traditional POTS provider hunt group, with enhanced control, and significantly less cost.



1. Caller dials the Main number (first in Series),
2. Call is routed to first line in Series,
3. If the first phone in the Series is busy, call is routed to the second line. If available it will ring through.
4. Process continues until either call is answered or the last line in the Series is reached.
5. If call reaches last line in series and line is busy, Caller will hear a busy signal, or call will be forwarded to another number if Call forwarding Busy is configured

Feature Prerequisites

Before the Series Completion service can be used the following conditions must be met:

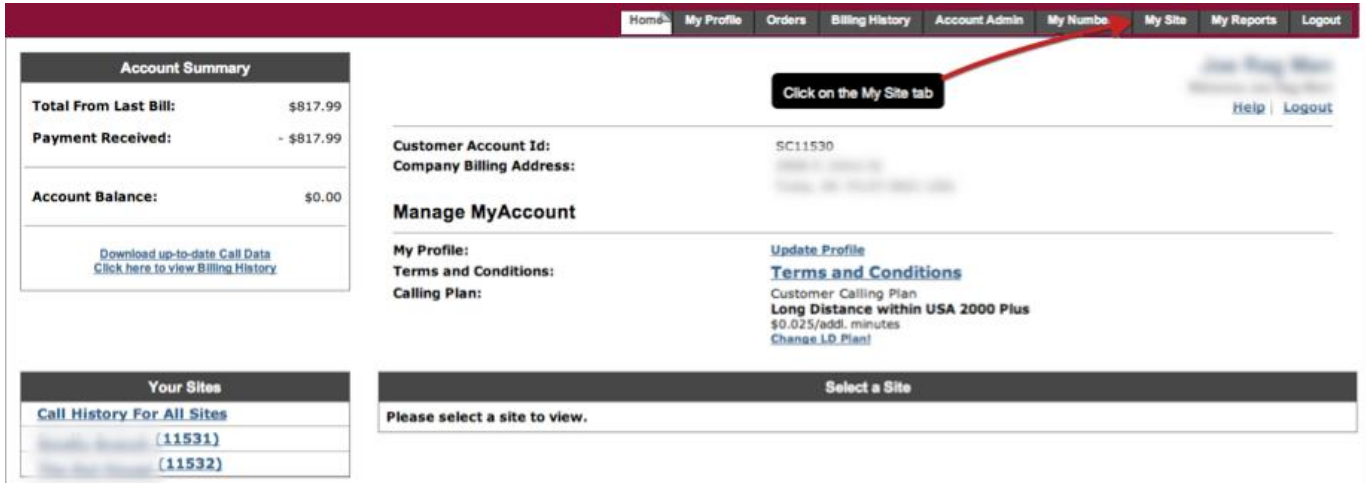
- The site must include at least two Hosted POTS stations.
- At least two Hosted POTS stations must be assigned and active.
- The Series must be created and have the phone numbers assigned.

Series Completion Notes:

- Calls advance to the next number in the series automatically if the previous one is busy.
- Call Forwarding features can be applied to the last number in series to redirect calls back to beginning of series, or out to a voicemail box or other phone number.

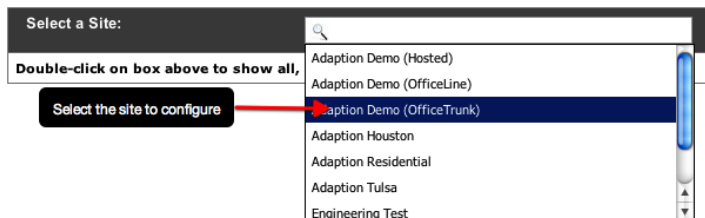
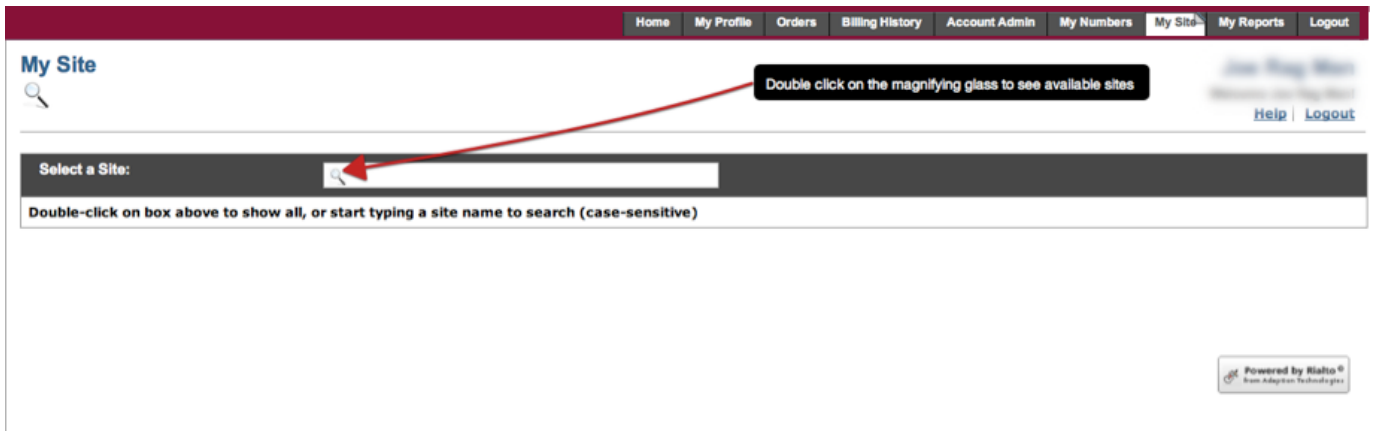
Feature Setup

Prior to using the Series Completion service, the Site administrator must set up the Series Completion Call Flow. Once logged into to My Account, simply follow the steps detailed below.



Step 1. Go to My Site

Step 2. Select the appropriate Site to configure



Step 3. Go to Site Services

Adaption Demo (Hosted) (12637) Adaption Demo (Hosted)

Adaption Demo (Hosted) 80 USA Release M - 8.0.0, Build 2011.06.29_1130

Phone Assignment Device Management **Site Services** User Features Call History

Welcome to the Site Dashboard!
Select one of the tabs above to get started on the following tasks:

- Phone Assignment** - Setup and manage all assignments of phone numbers, stations, devices, and users. Also manage or change Main Number assignments and outbound CallerID settings.
- Device Management** - Review inventory and assignments of all devices, and perform basic management functions such as; checking online status, adding new devices, re-ordering of line appearances, etc.
- Site Services** - Configure and manage available site services like Auto-Attendants, Hunt Groups, Toll-Free numbers, etc.
- User Features** - Configure and manage all available user features like forwarding, sharing, alternate numbers, etc.
- Call History** - Lookup recent call history for all or specific numbers.

Step 4. Setup Series Completion

Adaption Demo (OfficeLine) (12638) Adaption Demo (OfficeLine)

Adaption Demo (OfficeLine) 80 USA Release M - 8.0.0, Build 2011.06.29_1130

Phone Assignment Device Management Site Services User Features Call History

Hunt Group
Enhanced Hunt Group
Auto Attendant
Toll Free
Voice Portal
Series Completion
Schedule
Office Anywhere
Lead Numbers
Retail Line
Calling Plan
Call Capacity
Music On Hold

Click on a Series Completion name to view the monitored phones.

To Create a Series Completion, enter a new name and click Create.

Demo

Configuration

2 Enter a name for the Series, then press the 'Create' button.

Step 5. Configure New Series

Adaption Demo (OfficeLine) (12638) Adaption Demo (OfficeLine)

Series Completion: Demo

Assigned Numbers Available Numbers

Number Number

1 Click and drag each number to be included in Series from the 'Available Numbers' box to 'Assigned Numbers'. List them in the desired order.

2 Click 'Save' to apply changes.

Drag and drop numbers between the boxes, and click Apply to save changes.

Cancel Changes Save Changes

Step 6. Configure Existing Series

Adaption Demo (OfficeLine) (12638) Adaption Demo (OfficeLine)

Adaption Demo (OfficeLine)

1000 Pruitt Road The Woodlands, TX 77380 USA Release M - 8.0.0, Build 2011.06.29_1130

Phone Assignment Device Management Site Services User Features Call History

Hunt Group Enhanced Hunt Group Auto Attendant Toll Free Voice Portal Series Completion Schedule Office Anywhere Lead Numbers Retail Line Calling Plan Call Capacity Music On Hold

Click on a Series Completion name to view the monitored phones.

Series Completion name Demo

To Create a Series Completion, enter a new name and click Create.

Create Rename Remove

Configuration

1 If changing an existing Series, select the appropriate Series name, then click the 'Configuration' button.